

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
COUNTY OF
TRINITY
Conducted February 13-14, 2008**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Trinity County Department of Health and Human Services (TCDHHS) with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on February 13-14, 2008. Due to the absence of the Director and Civil Rights Coordinator, Linda Wright, an exit meeting was held with Jeanette Aglipay, Staff Service Analyst on February 14th to review the findings.

The review was conducted in the following locations:

Address:	Programs:	Non-English languages spoken by a substantial number of clients (5% or more)
Weaverville District Offices 51 Industrial Park Way Bldgs. #1, #2 & #3 Weaverville, CA	Cash Assistance, Non-Assistance Food Stamps, Adult (IHSS)& Children's Programs	None
Hayfork Office Tule Creek Road Hayfork, CA	Facility review only – cases maintained at above locations.	None

SUMMARY OF METHODOLOGY

- Reviewed the 2007/2008 Annual Civil Rights Plans submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

On-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff:

Classifications	Total	Bilingual*
Eligibility Workers	7	0
Children's Social Workers	2	0
Adult Programs Social Workers	3	0
Administrative Clerks	3	0
Total	15	0

*There is no mandate for bilingual staff due to the absence of substantial numbers of non-English speaking clients.

Program Manager Surveys:

Number of surveys distributed	2
Number of surveys received	2

Reviewed Case Files: (Total 48 cases)

English speakers' case files reviewed	43
Non-English or limited-English speakers' case files reviewed	5*
Languages of clients' cases	Spanish & American Sign Language

*Trinity County Department of Health and Human Services has an extremely low number of non-English speaking clients; therefore, the case files were predominately English-speaking.

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non-English and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

Access to Services, Information and Outreach	Yes	No	Sometimes	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			Business hours are Monday through Friday, 8:00 AM-5:00PM. Specific arrangements can be made with workers to accommodate client's needs. Applications can be mailed into the office when necessary.
Does the county have extended hours to accommodate clients?	X			If necessary, specific arrangements can be made with workers to accommodate client's needs on a case-by-case basis.
Can applicants access services when they cannot go to the office?	X			Special arrangements can be made with the

				workers. Home visits can be made if needed.
Does the county ensure the awareness of available services for individuals in remote areas?	X			Outreach activities can be obtained through the Internet site, ads run prior to every movie in the local theater, programs on Public Access TV, and newspaper ads during special events. There is a satellite office in Hayfork and mailers direct to clients.
Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)? Is the pamphlet distributed and explained to each client at intake and renewal/re-certification?	X			All staff interviewed stated they distribute the Pub 13 at initial contact and at renewal/recertification.
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Armenian and Cambodian?			X	The Weaverville offices had the required PUB 13's in English and Spanish displayed in lobby/reception area. The other required languages were contained in an excellent example of a "Civil Rights" binder behind the reception area and easily accessible when needed. The Hayfork office had English and Spanish Pub 13's displayed, but did not have any of the other required languages available.

				[X] Corrective Action Required
Was the Pub 13 available in large print, audiocassette and Braille?			X	<p>The alternate formats were present in the Weaverville offices. The Hayfork office did not possess the required alternate formats in Braille, large print and the audio versions.</p> <p>[X] Corrective Action Required</p>
Were the current versions of the required posters present in the lobbies?			X	<p>Required and current versions of Civil Rights posters were found in the Weaverville lobbies.</p> <p>However, the Hayfork office poster did not possess the required civil rights poster, "Everyone is Different But Equal Under The Law", with the Civil Right's Coordinator's contact information.</p> <p>[X] Corrective Action Required</p>
Did the workers know the location of the required posters with the CRC name, address and phone number?	X			
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	-	-	-	N/A at this time as there are currently no threshold languages other than English, therefore no translations are required.

B. Corrective Actions:

Informational Element	Corrective Action Required
PUB 13's	Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the agency's applicant/recipient population including alternate formats. Div. 21-107.221
Alternate Formats for Pub 13's	TCDHHS must ensure the availability of large print, Braille and auditory aids for participants who are blind, visually impaired, deaf, and hearing impaired and/or have impaired manual skills. Div. 21-107.221
Posters	TCDHHS must ensure that the most recent version of Civil Rights posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms, including the name, address and phone number of the current CRC. Div. 21-107.211

C. Recommendations:

The most recent version of the civil rights poster "Everyone is Different but Equal Under the Law" and the PUB 13 is March 2007. You may download the PUB 13 from the CDSS CRB website:

http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm.

Contact your CDSS Civil Rights program consultant to order the posters and PUB 13 in Braille and audio versions.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

A. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

Facility Location: 51 Industrial Park Way, Weaverville
BUILDING #1

Facility element	Findings	Corrective Action
Parking – Bldg. #1	The accessible parking spaces are very confusing. It is hard to distinguish if there are two accessible spaces or three, (which was the case some time ago). The ground markings (painting) for the two accessible parking spaces are faded with residual markings from the prior third painted	REPEAT FINDING FROM 2005 REVIEW This same finding was made in the 2005 report. If there are only two accessible spaces designated, then the accessible markings on the third space must be removed to avoid confusion. (CA T 24 1129B & ADA 4.1.2 & 4.6)

<p>Parking- Bldg. #1 (continued)</p>	<p>space. We realize that the weather in Trinity County plays an important factor in the wear of the paint designating the accessible parking spaces. However, the ground markings must be regularly checked and maintained to be compliant.</p> <p>The designated access aisles for loading and unloading passengers with the words "NO PARKING" must be re-painted as it is again worn off.</p> <p>Signage on the pavement depicting a wheelchair with occupant (International Symbol of Accessibility) is worn off and needs re-painting.</p> <p>The freestanding signage designating accessible parking spaces is not compliant. It is not centered in front of each designated accessible parking space. The signs are over-lapping and confusing.</p>	<p>REPEAT FINDING FROM 2005 REVIEW The words "NO PARKING" must be painted on the ground in each 5' and/or 8' loading and unloading access aisle in white letters no smaller than 12". CA T 24 1129B.4.1 & 2) p 135</p> <p>Pavement signage must be 36' X 36' minimum, white on blue in color and centered. (CA T 24 1129B.4.1 & 2) p133</p> <p>Each parking space for persons with disabilities must be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space. The sign should be 70 sq. inches minimum area and posted at a height of 80" minimum from the bottom of the sign to the top of the finished grade. The freestanding sign must be centered at the interior end of each parking space. (CA T 24 1129B.5, ADA 4.6.4) p 133</p>
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Main or Alternate Entrance – Bldg. #1	There was no “accessible signage” located at the main entrance	A sign with the International Symbol of Accessibility shall be posted at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1117B.5.2, ADA 4.30.5) p355
Public Pay Telephone- Bldg. #1	The existing public pay telephone is not accessible. The operable parts (coin slot) of the telephone are too high, exceeding the maximum height of 48” for a front approach and 54” for a side approach.	<p>REPEAT FINDING FROM 2005 REVIEW</p> <p>If there is one or more single units, one or at least 50% of telephone unit(s) per floor must be accessible.(CA T 24 1117B.2.1, ADA 4.1.3(17)(a)) p251</p> <p>For forward reach telephone: highest operable part maximum is 48” above the floor. For side reach telephone: highest operable part shall be 54” maximum above the floor. (CA T 24 1118B.5, ADA 4.31.3 & 4.2.5) p351 and (CA T241117B.2.6 & 1118B.6, ADA 4.31.3 & 4.2.6) p 251</p> <p>Recommendation: Bring existing telephone into ADA compliance or remove public pay telephone altogether.</p>

Facility Location: 51 Industrial Park Way, Weaverville
BUILDING #2

This building is currently not open to the public. It is used by Children’s Protective Services staff only at this time, with no public access. Should this

situation change in the future and the public has access to the building, the following deficiencies were noted:

Facility Element	Findings	Corrective Action
Parking – Bldg. #2	<p>The designated accessible parking spaces need re-painting/re-striping. The signage on the pavement depicting a wheelchair with an occupant needs repainting.</p> <p>Need to re-paint the words “NO PARKING” on the pavement in the access aisles for loading/unloading passengers.</p>	<p>The following corrective actions are not required at this time, as this building <u>currently</u> does not provide public access. If this situation changes, the following corrective actions would be required:</p> <p>REPEAT FINDING FROM 2005 REVIEW Pavement signage must be 36’ X 36’ minimum, white on blue in color and centered. (CA T 24 1129B.4.1 & 2) p133</p> <p>REPEAT FINDING FROM 2005 REVIEW The words “NO PARKING” must be painted on the ground in each 5’ and/or 8’ loading and unloading access aisle in white letters no smaller than 12”. CA T 24 1129B.4.1 & 2) p 135</p>
Restrooms-Bldg. #2	The clearly designated accessible restrooms located on the exterior of	<p>REPEAT FINDING FROM 2005 REVIEW The signage is mis-leading.</p>

	this building are NOT accessible at all as they remain locked at all times and are currently used as storage rooms.	Alternate storage areas must be found and the facilities reopened to the public, OR remove all reference to accessible public restroom facilities on the doors and walls and maintain use for storage. (CA T 24 1115B.7.2, 1115B.2.1 & ADA 4.17.2 & 4.16.3)
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Facility Location: 51 Industrial Park Way, Weaverville
BUILDING #3

Facility Element	Findings	Corrective Action
Parking-Bldg. #3	The one designated “van accessible” parking space and access aisle for loading and unloading passengers’ needs restriping and the words “NO PARKING” painted on the pavement in the access aisle.	The words “NO PARKING” shall be painted on the ground in each 5’ or 8’ access aisle for loading/unloading passengers in white letters no smaller than 12”. (CA T24 1129B.4.1 & 2) p 135 Signage on pavement must clearly depict a wheelchair with occupant. Pavement signage must be 36” X 36” minimum, white on blue in color, <u>visible</u> and centered. CA T24 1129B.5.1 & 2) p 133
Main or Alternate Entrance- Bldg. #3	No accessible signage posted at entrance.	A sign with the International Symbol of Accessibility shall be at every primary entrance and every major

		junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3 (16B), CA T24 1117B.5.8.1.2) pp183, 353.
Restroom Signage Unisex – Bldg. #3	The required accessible signage is located on the restroom door <u>only</u> and none on the wall.	Permanent wall <u>and</u> door signs must be installed. A wall sign must be installed on the outside wall, adjacent to latch side of door. If there is no space at that location, the sign should be placed on nearest adjacent wall, preferably on the right. The mounting height must be 60” above the floor to the center line of wall sign. (CA T24 1117B.5, ADA 4.22.2 & 4.30)

Facility Location: Hayfork Office, Tule Creek Road, Hayfork

Facility Element	Findings	Corrective Action
Main and Alternate Entrance	No “Accessible” signage was located at the main or the alternate accessible entrance (back door).	A sign with the International Symbol of Accessibility (ISA) shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA.3 (16B), CA T24 1117B.5.8.1.2) pp183, 353 Characters, symbols and

		<p>their backgrounds have a nonglare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background.</p> <p>(CA T24 1117B.5.2, ADA 4.30.5) p 355</p>
Lobby	<p>There is no “accessible” counter or table top measuring between 28-34” high in the lobby reception area. The existing counter is 41” high and is not accessible.</p>	<p>The height of accessible tables or counters is between 28”-34” from floor finish.</p> <p>(CA T24 1122B.4, ADA 4.32.4) p 349.</p>
Restrooms	<p>In <u>both</u> Unisex restrooms, there is “accessible” signage on the doors only and not on the walls.</p> <p>The operable parts of some dispensers/disposals in both Unisex restrooms are located higher than 40” from the floor.</p>	<p>Permanent wall <u>and</u> door signs must be installed. A wall sign must be installed on the outside wall, adjacent to latch side of door. If there is no space at that location, the sign should be placed on nearest adjacent wall, preferably on the right. The mounting height must be 60” above the floor to the center line of wall sign.</p> <p>(CA T24 1117B.5, ADA 4.22.2 & 4.30) p263</p> <p>Lower the existing dispensers/disposals to 40” maximum, or add another which is compliant. If towel, waste receptacles, and</p>

	-Existing toilet seat covers are at 49" from the floor (one restroom only). -Existing paper towel dispensers are 47" from the floor.	other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40" from the floor. (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p269
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V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff is not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreters or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDDs), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Some-times	Comments
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Question	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	X			Reception staff at initial contact identifies the language needs.
Does the county use a "Primary Language Form"?		X		According to the Annual Plan data, approximately 99.7% of the client caseload is English speaking
Does the client self-declare on this form?	-	-	-	N/A
Are non-English- or limited- English-speaking clients provided bilingual services?	X			Telephone translation service is utilized in the cases where an interpreter is needed. Contract interpreters for Spanish and ASL are available.
After it has been determined that the client is limited-English or non-English speaking, what is the county process for procuring an interpreter?	-	-	-	Clients may bring an interpreter with them. If not, the telephone translation service is utilized.
Is there a delay in providing services?		X		
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			
Is bilingual staff certified?	-	-	-	There is no bilingual staff.
Does the county have adequate interpreter services?	-	-	-	There is very limited diversity within the caseload. The use of the telephone translation service for the few non-English speaking clients appears adequate.
Does the county allow minors to be interpreters? If so, under what circumstances?		X		The staff reports that using minors to interpret is not appropriate and not done unless extenuating circumstances exist.

Question	Yes	No	Some-times	Comments
Does the county allow the client to provide his or her own interpreter?	X			
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?			X	From telephone interviews with staff, it appears that they are not aware of the requirements in regulation for advising clients of potential problems of miscommunication by using their own interpreters, etc.
Does the county use the CDSS-translated forms in the clients' primary languages?	X			Spanish forms are used as needed.
Is the information that is to be inserted into NOA translated into the client's primary language?	-	-	-	Unable to determine – case file review contained no NOA's with inserts. (No bilingual staff to provide inserts).
Does the county provide auxiliary aids and services, TDDs and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	X			Excellent signage at the public telephones directing deaf clients to the lobby for access to TTY equipment. The county staff stated they would provide their clients with whatever auxiliary aids they needed and would do "whatever it takes" to accommodate their clients. Staff indicated someone would be made available to assist the visually impaired client in filling out the forms.

Question	Yes	No	Some-times	Comments
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			Workers stated that they read the information slowly and carefully to the client, checking frequently for understanding.
Does the county offer screening for learning disabilities?	X			
Is there an established process for offering screening?	X			It is the policy of the Employment Services program WTW staff to always offer this screening at Appraisal.
Is the client identified as having a learning disability referred for evaluation?	X			Referred to a contracted independent Psychologist for evaluation, who then makes a recommendation.

B. Corrective Actions:

NONE REQUIRED

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

For each documentation item, the location and/or form where the item is documented in the case file is noted. Instances where the case review sample did not contain evidence of

the documentation item, the information is based on staff interviews.

Documented Item	CalWORKs (Cash)	Food Stamps (NAFS)	Adult Programs (IHSS and APS)	Children's Services
Ethnic origin documentation	SAWS-1	DFA 285A1 & SAWS-1	SOC 295 & SOC 341. One ASL-speaking case did not have ethnicity documented on SOC 295.	ER Referral and Face Sheet
Primary language documentation	SAWS-1 & SOF	SAWS-1	SOC 295 & SOC 341	ER Referral and Face Sheet
Method of providing bilingual services and documentation	One CalWORKs cash case had insufficient documentation regarding provision of interpreter services for hard of hearing client. [CORRECTIVE ACTION REQUIRED]	One Spanish-speaking case had insufficient documentation re: provision of interpretive services in narrative: "Spoke to Juana through translator". [CORRECTIVE ACTION REQUIRED]	Not documented. One Spanish-speaking and one ASL case contained no documentation re: provision of interpretive services. [CORRECTIVE ACTION REQUIRED]	N/A (No sample cases)
Client provided own interpreter	Not found [CORRECTIVE ACTION REQUIRED]	Not found [CORRECTIVE ACTION REQUIRED]	No documentation found [CORRECTIVE ACTION REQUIRED]	N/A (No sample cases)
Method to inform client of potential problem using own interpreter	Not found [CORRECTIVE ACTION REQUIRED]	Not found [CORRECTIVE ACTION REQUIRED]	No documentation found [CORRECTIVE ACTION REQUIRED]	N/A (No sample cases)

Documented Item	CalWORKs (Cash)	Food Stamps (NAFS)	Adult Programs (IHSS and APS)	Children's Services
			REQUIRED]	
Release of information to Interpreter	Not found [CORRECTIVE ACTION REQUIRED]	Not found [CORRECTIVE ACTION REQUIRED]	Not found [CORRECTIVE ACTION REQUIRED]	N/A (No sample cases)
Acceptance or refusal of written material offered in primary language	No documentation found [CORRECTIVE ACTION REQUIRED]	No documentation found [CORRECTIVE ACTION REQUIRED]	No documentation found [CORRECTIVE ACTION REQUIRED]	N/A (No sample cases)
Documentation of minor used as interpreter	Not found	Not found	Not found	N/A
Documentation of circumstances for using minor interpreter temporarily	N/A	N/A	N/A	N/A
Translated notice of actions (NOA) contain translated inserts	Provided as needed. No inserts used.	Provided as needed. No inserts used.	Provided as needed for Spanish. No inserts used.	N/A
Method of identifying client's disability	Statement of Facts, Case narratives, Screening Tool, case flags (No sample cases)	Statement of Facts, Case narratives (No sample cases)	SOC 295 & narrative	Would be in narrative (No sample cases)
Method of documenting a client's request for auxiliary aids and services	Case narrative (No sample cases)	Case narrative (No sample cases)	Case narrative. (No sample cases)	Would be in case narrative (No sample cases)

Documented Item	CalWORKs (Cash)	Food Stamps (NAFS)	Adult Programs (IHSS and APS)	Children's Services

B. Corrective Actions:

Documentation that bilingual services were provided (Interpreters)	REPEAT FINDING FROM 2005 REVIEW TCDHHS must document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided own interpreter. Div. 21-116.22
Documentation if client provided their own interpreter	REPEAT FINDING FROM 2005 REVIEW When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document the case record that the applicants/recipients were so informed. Div. 21-116.23
Documentation of interpreter signed confidentiality statement	REPEAT FINDING FROM 2005 REVIEW Consent for release of information shall be obtained from applicants/recipients when individuals other than TCDHHS employees are used as interpreters and the case record shall be so documented. Div. 21-116.24
Documentation of the offer of translated written materials and the client's acceptance/refusal of the offer.	REPEAT FINDING FROM 2005 REVIEW TCDHHS must ensure that in cases where the applicant/recipient is non-English speaking, the staff documents the individual's acceptance or refusal of forms and/or other written material offered in the individual's primary language. Div. 21-116.21
General	TCDHHS must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

DISCUSSION:

There is very limited diversity in Trinity County. Presently, there is minimal need for language services, except for the occasional Spanish or American Sign Language interpreter. The agency appears to have adequate contract resources for both of those needs. If the number of Spanish-speaking clients increases and/or other languages spoken by clients, additional resources will need to be made available.

However, there are a few times a year when staff encounter non-English speaking applicants/recipients. The few non-English speaking cases reviewed indicate insufficient or no documentation regarding the provision of interpretive services as outlined in Division 21. The staff interviews indicate that many of the non-English speaking clients bring in their own interpreters. However, the staff is not clear on the case documentation requirements, such as informing the client of the possibility of ineffective communication when using their own interpreter and consent for release of information must be signed, etc. It is recommended that the specific sections covering the documentation of the provision of interpretive services as required by Division 21 (Div. 21-116) be reiterated in the near future and also reviewed annually with all public contact staff when Civil Rights Training is conducted.

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

Interview questions	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?	X			
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X			All of the staff interviewed was familiar with how to handle a discrimination complaint.

Does the county provide employees Cultural Awareness Training?	X			Combined with Civil Rights training.
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			.
Do the Children's Social Workers have an understanding of ICWA (Indian Child Welfare Act) and MEPA (Multi-Ethnic Placement Act)?	X			The Children's Social Worker's demonstrated excellence in this area. The case reviews indicate lengthy attempts to determine ICWA eligibility.

Corrective Actions:

NONE REQUIRED

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	X			All of the staff interviewed was able to distinguish among the different types of complaints.
Did the employees know who the Civil Rights Coordinator is?	X			

Interview and review areas	Yes	No	Some-times	Findings
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X			
When reviewing the complaint log with the Civil Rights coordinator, was it up to date?	-	-	-	There were no complaints in the last year. The complaint log has been forwarded to the assigned program analyst in the Civil Rights Bureau.

B. Corrective Action:

None required.

IX. CONCLUSION

The CDSS found the Trinity County Department of Health and Human Services in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws with some exceptions. The CDSS would like to thank Ms. Jeanette Aglipay, Staff Services Analyst for her coordination, assistance, and cooperation during the review. The Trinity County Department of Health and Human Services staff interviewed was found to be extremely professional, pleasant and committed to providing outstanding service to their clients. The staff are to be applauded for their willingness to “go the extra mile” to accommodate their clients.

Again, as in the 2005 review, the lack of documentation in the case files of the provision of interpretive services in accordance with Division 21 regulations is still an issue. We realize that the limited diversity in Trinity County minimizes the staff experience in the delivery of language services and, to some degree, their awareness of specific Division 21 requirements related to serving a non-English speaking population. However, it is just a matter of time before an expanding diversity in culture and language will arrive in the county. To meet these anticipated needs as well as to avoid future compliance review deficiencies in this area, CDSS again recommends the development of a “Primary Language Form”. This was recommended in the 2005 review and again discussed with Ms. Aglipay at the Exit Meeting. The county development and use of a “Primary Language Form” used with non-English speaking applicants/recipients would capture many of the required elements in Division 21 regarding the documentation of the provision of interpretive services. It is recommended that the agency consider developing and

implementing this form program-wide OR ensure that workers are capturing all of the required Division 21 elements in their case comments/narratives. Ms. Aglipay was given sample forms used by other counties to assist in the development of a “Primary Language Form” for Trinity County.

It is noted that many of the past facility deficiencies from the 2005 review have been corrected. However, there still are numerous facility violations that must be addressed. Of additional concern are the **repeat** facility violations from the 2005 review that remain uncorrected. Trinity County Department of Health and Human Services must remedy the violations identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule by which all actions will be taken to correct the violations.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.